

## Minutes of PPG Meeting 02 December 2014

### Present

Shobhna Dave	Beverley Tavares	Pauline Coulthard
Daphne Tibbles	Sandra Reed	Elisabeth Clarke
Krishna Panthula	Vinayak Supekar	Frances Webley
Dr Bipin Patel	Dominic Barnes	

	ITEM	ACTIONS
1.	<b><u>Minutes of Last Meeting</u></b>	
1.1	Minutes of last meeting on 05 August were approved.	
2.	<b><u>News from the Practice</u></b>	
2.1	DB reported that Practice Nurse Amanda has left Hilltops and moved on to the Newport Pagnell practice.	
2.2	Nursing staff at Hilltops are Jenny Carrington-Davis, Munira Khimani, with Nasim Strong as Treatment Room Nurse.	
2.3	The Friends and Family Test, consisting of a 2 question survey, has commenced, as required by NHS England. Surveys can be completed anonymously and are submitted monthly to NHS England. Cards for completion are available on reception and details can be seen on the Hilltops website via the menu in the right hand column on the Home Page.	
2.4	DB advised Hilltops Christmas opening hours: 25, 26, 27 December – closed. On the 2 <sup>nd</sup> Saturday in January, 2 GPs will be available 31 December – open until 6pm.	

<p>2.5</p> <p>2.6</p> <p>2.7</p>	<p>Interviews are currently underway for a Deputy Practice Manager as well as additional reception staff and secretaries.</p> <p>The appointment of two further GPs was confirmed. They are currently working their required notice period and will become available to join Hilltops in April / May 2015.</p> <p>The question was raised as to the likelihood of Hilltops having to close its patient list. DB reiterated the answer given to this question earlier this year, confirming that Hilltops never closes its patient list to residents within its catchment area. Hilltops currently has just below 16,000 and numbers are growing.</p> <p><b>18.25 – Dr Bipin Patel joined the meeting</b></p> <p>Dom announced his forthcoming departure from Hilltops at the end of January. He is taking an IT role, still within the medical profession. There is currently an advertisement for his replacement.</p> <p>PPG members present congratulated Dom on the enhancement of his career.</p>	<p>Hilltops</p> <p>Hilltops</p>
<p>3.</p> <p>3.1</p> <p>3.2</p>	<p><b><u>Update on PPG</u></b></p> <p><u>Teapots</u> Hilltops PPG’s afternoon teas – Teapots – has commenced following a shaky start when the second session in November had to be cancelled because the meeting room had been otherwise allocated. DB confirmed that future dates are now in Hilltops diary system and the meeting room duly reserved.</p> <p>Confirmation has been received from AgeUK and CarersMK from their representatives, Lyn Davis and Christine Straughen respectively, of their attendance at Teapots sessions, where they will be on hand to offer advice and support to guests as appropriate.</p>	

3.3	Lyn advised that PPG must expect a slow start to Teapots, these events inevitably taking several months to become a success as word gets around. The events will continue to take place on the first Wednesday afternoon of every month, 2pm – 3.30pm during the winter and 3pm – 4.30 during BST months.	
3.4	Dr Patel confirmed that Hilltops staff are distributing invitations provided by the PPG during their clinics. Supplies will be regularly refreshed by the PPG.	Hilltops / PPG
3.5	<p><u>Visit to Blakelands Hospital</u></p> <p>Following an invitation from Simon Beacham, Sales &amp; Marketing Coordinator/GP Liaison at Blakelands Hospital, PPG members visited on 25 November. During our visit, we were shown around the various departments and treatment rooms / operating theatres. Services provided by Blakelands were explained as well as the additional services available to NHS patients at other hospitals within the Ramsay Group. The Group’s patients comprise 80% NHS referrals, which include patients’ own choices to be treated at one of their hospitals.</p> <p>The visit will be more fully reported in the next PPG Newsletter.</p>	Newsletter
3.6	<p><u>Car park</u></p> <p>KP is awaiting a response from Cllr Andy Dransfield following his request for help in resolving the issue of lack of space / maintenance of the car park outside Hilltops. KP has also invited Cllr Dransfield to attend a PPG meeting to further discuss the problems faced by Hilltops patients, particularly during winter months.</p>	
3.7	PPG members conveyed advices received from a patient at the Watling Vale Medical Centre. The car park used by the Centre also serves Sainsburys and the nearby school, yet the Medical Centre has three bays reserved for disabled patients and spaces set aside for Medical Centre use, as well as clearing of leaves and salting.	

3.8	VS has send an email to Geetha Morla, local councillor, from the PPG itself concerning car park issues. received a reply from her suggesting a meeting. He will talk to her further and update the PPG immediately afterwards.	VS
3.9	Dr Patel acknowledged that several GP practices in Milton Keynes have their own car parks. SD confirmed that she will approach the Local Council and make a further request for maintenance to be routinely carried out within the car park. VS added that he would also make some enquiries.  Dr Patel added that staff at Hilltops provide their own salted grit to treat the steps and ramp outside the Centre.	SD / VS
3.10	<u>Newsletter</u>  BT was congratulated on the standard and content of the Hilltops PPG Newsletters. She reminded DB to add these Newsletters to the Hilltops website.	DB
3.11	It was agreed that SD would post the Newsletters to the virtual group ie those patients who have expressed an interest in receiving PPG publications and news via email.	SD
<b>4.</b>	<b><u>PPG Funds</u></b>	
4.1	PC further reminded DB of the need to make PPG funds available to her as Treasurer for the PPG's use. With questions remaining outstanding eg where does the money come from and is it a single payment, PC requested a meeting specifically to resolve this long outstanding issue, particularly in the light of two PPG members now being out of pocket following expenses for printing, etc.	
4.2	DB confirmed that payment is one off and again referred to a recent Hilltops management communication that suggested PPG members look back at previous minutes of meetings held by former PPG members who decided they did not want the responsibility of their own account, preferring to leave PPG funds in Hilltops central fund.	
4.3	SR pointed out that these Minutes are irrelevant to the situation of the current PPG, which has been requesting access to its funding for over a year, as noted in Minutes of every meeting held by them.	

4.4	<p>PC advised that the PPG wishes to join N.A.P.P. – National Association for Patient Participation – for additional support in the light of lack of the progress we feel we should have been able to make since the current Group was formed.</p> <p>PC added that, in order to join N.A.P.P., the PPG requires a joining fee of £60 and needs access to PPG funds in order to do this.</p>	
4.5	<p>SR pointed out the need for Hilltops to now prioritise this matter. SR added that, after all this time of requesting access to funds, we as a group are feeling somewhat disheartened. The impression given by Hilltops to their PPG is one of offhandedness, with requests apparently being sidelined and overlooked. This impression has been exacerbated by the recent oversight on the part of Hilltops of the PPG meeting in October, when no Hilltops staff were available to attend until Dr Maddipatti very kindly stepped in to take part in his own time.</p> <p>This was followed by the further oversight of the second Teapots event in November which had to be cancelled at the last minute when it became apparent that the meeting room had not been booked for us and was subsequently allocated to auditors on that day. It was acknowledged by AgeUK that this cancellation has caused considerable harm to the crucial start-up stage of Teapots.</p>	
4.6	<p>KP emphasised that regardless of any explanations offered by Hilltops, funds are available for our use and we are entitled to have access to them. SD echoed this, referring to information available on websites such as N.A.P.P. and our need to fund posters for PPG events which are ultimately supporting Hilltops, particularly in the Hilltops' Care Plan.</p>	
4.7	<p>SR asked DB if the PPG could be confident of our Treasurer having access to our funds by the date of our next meeting in February. DB said he should know within a week from the date of this meeting.</p>	
4.8	<p>DB advised that a far higher number of patients completed the 2014 survey. PPG members pointed out that this was as a direct result of PPG member presence both at the flu clinics and general clinic times, where they distributed survey forms, pens and clipboards to waiting patients. Following collection, results from the completed forms were subsequently added to the on-line survey results by the PPG.</p>	

<p><b>5.</b></p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p><b><u>Social media</u></b></p> <p>VS described the possibilities of the use of social media and requested Dr Patel’s approval of this. Dr Patel agreed to speak with Practice Manager, Caroline Rose, and the other partners for their views.</p> <p>VS further described how social media could be used to counter negative comments, such as those appearing in local press. KP provided an example of a letter published in the Citizen on 6/11/14 from a patient who was unable to get an appointment at Hilltops.</p> <p>VS explained that social media could be used to explain the appointment system, which does work but only for those who understand it. It was generally agreed that not enough explanation is provided to patients on how to navigate the system and appointments are quickly taken by those patients who do understand how to work it.</p> <p>One of the conundrums is the routine release of appointments in six weekly batches. Most patients find this baffling and illogical.</p> <p>KP asked if Hilltops has FaceBook. DB replied that there is no FaceBook facility available for Hilltops’ own use. SD said that she understood there is a Hilltops FaceBook page.</p> <p>Dr Patel pointed out that NHS Choices can be used in the same way as FaceBook.</p> <p>The partners will discuss the PPG’s use of social media at their next meeting and will give us their view at our February meeting. PPG members present at this meeting repeated their request that this discussion be included at the partners’ meeting, for assurance that it is not forgotten.</p>	<p>Dr BP</p> <p>DB/DrBP</p>
<p><b>6.</b></p> <p>6.1</p>	<p><b><u>Date for AGM</u></b></p> <p>It was agreed that the forthcoming PPG AGM will be held at the start of the next PPG meeting on 03 February 2015.</p> <p>BT offered to make and display posters, for which funding will hopefully be available sooner rather than later.</p>	

7.	<b><u>AOB</u></b>	
7.1	<p><u>Diabetes Care</u></p> <p>VS has been been holding his diabetes presentation off until he had the backing of our diabetic nurse. When Amanda, Hilltops' diabetic nurse, left, he felt this could go on forever as the Practice could take a long time to fill in the position. So, he has contacted the MK General Hospital Diabetes Dept, and the lead Consultant there, Dr. Chandran, has shown her active willingness to lend support to this Program. VS has met Dr. Chandran once with regard to the same and is meeting her again on the 15th to finalise the program, including new blood sugar tests.</p> <p>In the meantime, with regard to diabetes workshops, VS is continuing his discussions with Dr Maddipatti and will contact the new diabetic specialist nurse when he or she joins Hilltops.</p>	VS
7.2	<p>Referring back to appointment booking difficulties, it was agreed that the take-up of appointments with the practice nurses is not as good as it could be. It is difficult for Hilltops staff to ascertain whether or not it would be more appropriate to direct patients to a nurse when some patients are understandably reluctant to discuss their symptoms.</p> <p>This is linked to the reasons why on-line booking to see the nurse practitioners will not become available, while on-line booking to see the minor illnesses nurse is; Dr Patel said that their roles are too wide. PPG members pointed out that symptoms covered by the nurse practitioners are clearly listed on the Hilltops website, in which case there should be no confusion. Again, social media could be used to promote the treatments provided by Hilltops nurses.</p>	
7.3	<p>There continues to be confusion between the roles of minor illnesses practitioners and nurse practitioners. Dr Patel explained that it is mainly one of qualifications, as well as the fact that nurse practitioners are autonomous, working independently of the GPs, while minor illnesses practitioners work with the support of the GPs.</p>	

7.4	<p>At the request of the PPG, DB provided an overview of the website via the screen. Whilst not all issues were covered due to time constraints, SR asked when the PPG on-line survey will become available for patients to complete, as offered on the Hilltops Homepage. DB said he will ensure this is re-opened the following day.</p> <p>It was agreed that the wording used in last year's survey can be used again.</p>	DB
7.5	<p>Further to paras 7.1, 7.2 and 7.3 in October's meeting minutes, SR asked if the double blocks, to enable patients with restricted mobility easier access up on to the consultation room couches, have yet been made available. These are apparently on order.</p>	Hilltops
7.6	<p>Further to para 7.5 in October's meeting minutes, SR read out a response from Healthwatch explaining that late evening scans at MK General Hospital are sent to a UK based company that provide radiologist cover from 10pm. Results are normally expected within the hour.</p> <p>Dr Patel said that MK General does in fact also have reciprocal arrangements with overseas hospitals to provide out of hours scan results.</p> <p>It was agreed that as this information is not confidential, it would be useful to include it in the next PPG Newsletter as part of a good news story about patients being able to go home instead of having to wait until morning for their results.</p>	Newsletter
7.7	<p>SD raised the subject of an email received recently from someone not listed on the PPG mailing list, asking for the PPG's response to the recent CQC assessment results for Hilltops, to which it was agreed the PPG should not respond without consulting the partners.</p> <p>Dr Patel advised that such an assessment has not yet taken place and isn't aware of one. He confirmed that Hilltops had an assessment on registering. KP reminded Dr Patel of the recent negative reports in local press. Dr Patel said he has not personally seen these. PPG members reiterated the usefulness of social media in responding to them.</p>	

<p>7.8</p> <p>7.9</p>	<p>Dr Patel pointed out that, as a teaching practice, Hilltops is assessed every three years by the Oxford Deanery (information available on the Oxford Deanery website) for the partners' teaching qualifications and fitness to train. He added that the Oxford Deanery is in fact more thorough than the CQC and that Hilltops always rates in their top 20%.</p> <p>Finally, DB confirmed the November DNA figure as 274 – no improvement.</p> <p>DB will forward an additional list of patient names to SD for inclusion in the PPG's current virtual list.</p> <p><u>Next year's PPG meetings</u></p> <p>It was agreed that the PPG will provide a list of next year's meetings, which will take place every two months.</p>	
	<p>The next PPG meeting will be held on Tuesday 03 February 2015 at 18.15 and will commence with the AGM.</p> <p>Those wishing to join pre-meeting discussions can meet prior to this start, from 17.45.</p> <p>The meeting closed with thanks to all attendees.</p>	